FIGURE 1

FIGURE 2

FIGURE 3

```
        ┌──────────────────────────┐
        │  Agent logon call center │
        └──────────────────────────┘
```

Agent logon call center

Logon internet agent → **Internet agent status: Ready**

Logon voice agent → **Voice agent status: Ready**

Is there task for this agent? — No / Yes

Phone Ringing

PBX Controller — trigger — **Force Internet agent status to "Locked Pause"**

Detect

Agent talks with customer

PBX Controller — trigger — **rollback Internet agent status to "Ready"**
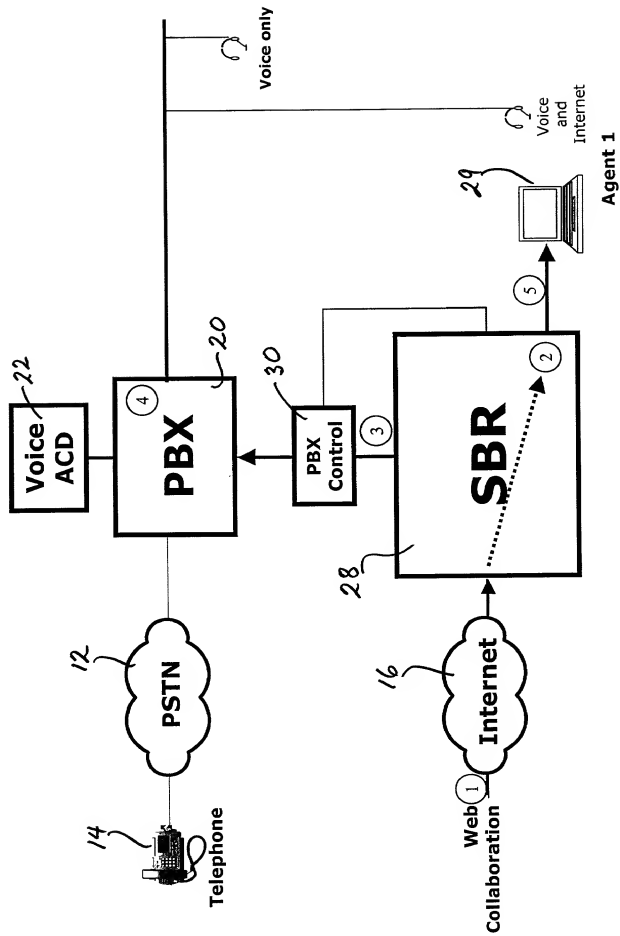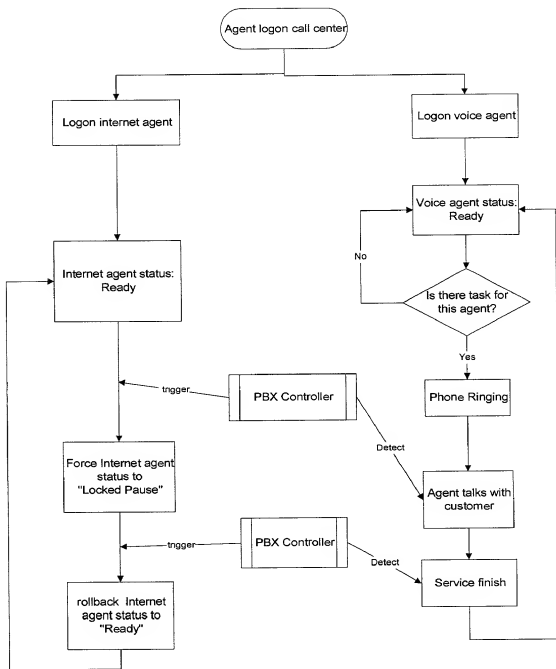
Detect

Service finish

Note: One human agent has two roles: voice agent and internet agent.
     Both of them is at "ready" status.

FIGURE 4

```
                    ┌──────────────────────────┐
                    │  Agent logon call center │
                    └──────────────────────────┘
```
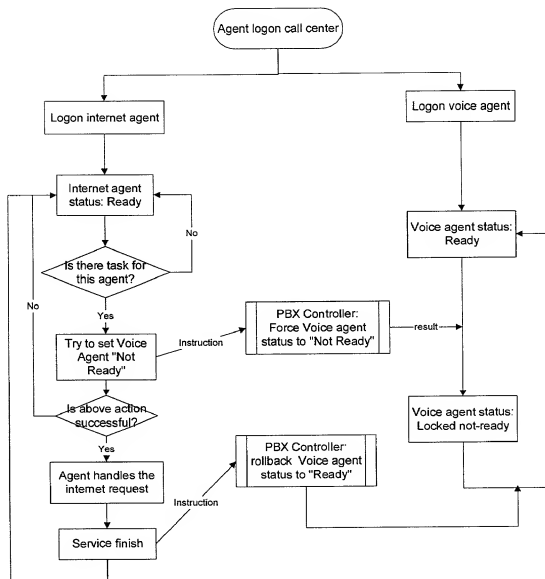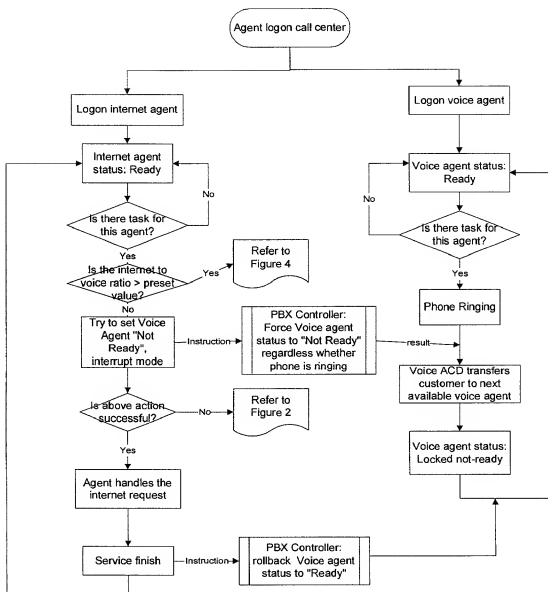
Note: One human agent has two roles: voice agent and internet agent.
    Both of them is at "ready" status.

FIGURE 5

```
                        ┌─────────────────────┐
                        │ Agent logon call center │
                        └─────────────────────┘
```

Agent logon call center

Logon internet agent

Logon voice agent

Internet agent status: Ready

Voice agent status: Ready

Is there task for this agent? — No

Is there task for this agent? — No

Is the internet to voice ratio > preset value? — Yes → **Refer to Figure 4**

Yes

Phone Ringing

No

Try to set Voice Agent "Not Ready", interrupt mode —Instruction→ **PBX Controller: Force Voice agent status to "Not Ready" regardless whether phone is ringing** —result→

Voice ACD transfers customer to next available voice agent

Is above action successful? — No → **Refer to Figure 2**

Yes

Voice agent status: Locked not-ready

Agent handles the internet request

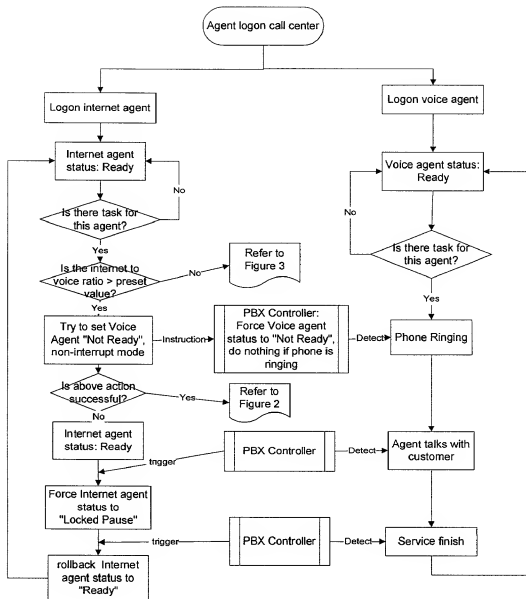**Service finish** —Instruction→ **PBX Controller: rollback Voice agent status to "Ready"**

Note: One human agent has two roles: voice agent and internet agent.
Both of them is at "ready" status.

FIGURE 6

Agent logon call center

Logon internet agent

Internet agent status: Ready

Is there task for this agent?

Is the internet to voice ratio > preset value?

Refer to Figure 3

Try to set Voice Agent "Not Ready", non-interrupt mode

PBX Controller: Force Voice agent status to "Not Ready", do nothing if phone is ringing

Is above action successful?

Refer to Figure 2

Internet agent status: Ready

PBX Controller

Force Internet agent status to "Locked Pause"

PBX Controller

rollback Internet agent status to "Ready"

Logon voice agent

Voice agent status: Ready

Is there task for this agent?

Phone Ringing

Agent talks with customer

Service finish

Note: One human agent has two roles: voice agent and internet agent.
Both of them is at "ready" status.

FIGURE 7